Section 3:

Indicators for Fiscal Year 2003

Access Indicators for Crisis & Outpatient Services System

OUTPATIENT ACCESS XIII. A. Outpatient Only Penetration Rates

A. Operational Definition: The proportion of people in the general population who received publicly funded non-crisis outpatient mental health services in the Fiscal Year by RSN.

Rationale for Use: Penetration rates on outpatient only services provide information on the number of people who received non-crisis mental health services relative to the general population. Non-crisis penetration rates also provide information on whether the system is responsive to different client populations (i.e., different age groups) and allows comparisons to other State mental health data to help understand access across State mental health systems.

Operational Measures: This is calculated by dividing the number of people who received non-crisis outpatient mental health services during the Fiscal Year by the number of people in the general population (census and estimated census).

Formula:

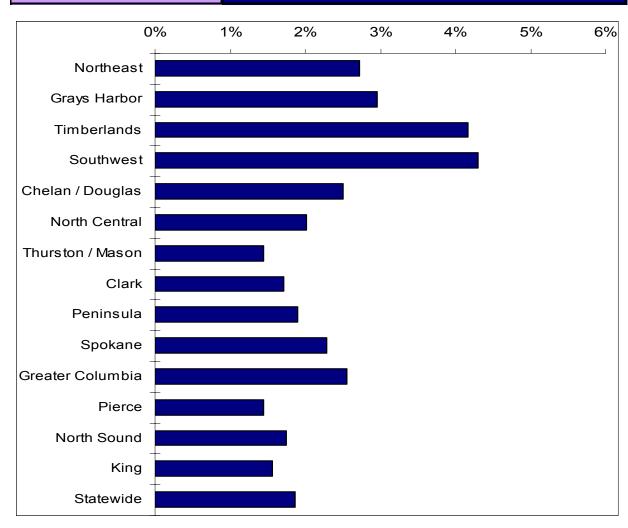
Number of people who received outpatient mental health services during the Fiscal Year

Number of people in the general population during the Fiscal Year

Discussion: The penetration rates by RSN and Statewide show the total non-crisis penetration rate of each RSN and the State.

- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- The statewide count shows the number of unduplicated clients within the state (i.e. a person is counted only once in the state even if they received services at multiple RSNs).
- The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in each RSN where they receive services).
- ▶ Counts are of people, not admissions, episodes, or units of service.
- Population numbers for Fiscal Year 2003 are based on Washington State's Office of Financial Management (OFM) estimates from the 2000 Census.

| Outpatient Only Penetration Rates | | | | | | | | | |
|-----------------------------------|---|------------|------|--|--|--|--|--|--|
| Outpatient Access XIII.A. | Outpatient Access XIII.A. Calc. SAS 11/30/0 | | | | | | | | |
| RSN | | FY03 | | | | | | | |
| | Served | Population | Rate | | | | | | |
| Northeast | 1,888 | 69,242 | 2.7% | | | | | | |
| Grays Harbor | 1,982 | 67,194 | 2.9% | | | | | | |
| Timberlands | 3,890 | 93,408 | 4.2% | | | | | | |
| Southwest | 4,005 | 92,948 | 4.3% | | | | | | |
| Chelan / Douglas | 2,484 | 99,219 | 2.5% | | | | | | |
| North Central | 2,628 | 130,690 | 2.0% | | | | | | |
| Thurston / Mason | 3,727 | 256,760 | 1.5% | | | | | | |
| Clark | 5,933 | 345,238 | 1.7% | | | | | | |
| Peninsula | 6,125 | 322,447 | 1.9% | | | | | | |
| Spokane | 9,521 | 417,939 | 2.3% | | | | | | |
| Greater Columbia | 15,369 | 599,730 | 2.6% | | | | | | |
| Pierce | 10,124 | 700,820 | 1.4% | | | | | | |
| North Sound | 16,779 | 961,452 | 1.7% | | | | | | |
| King | 27,113 | 1,737,034 | 1.6% | | | | | | |
| Statewide | 109,734 | 5,894,121 | 1.9% | | | | | | |



OUTPATIENT ACCESS XIII. B. Outpatient Only Utilization Rates

B. Operational Definition: Average number of non-crisis outpatient service hours per consumer by RSN for a Fiscal Year.

Rationale for Use: The average number of non-crisis hours of outpatient services for each consumer per Fiscal Year provides information on the average amount of non-crisis services received. Combined with penetration rate, the utilization rate describes the intensity of mental health service delivery.

Operational Measure: This is calculated by dividing the total number of noncrisis outpatient hours by the total number of people receiving non-crisis outpatient services in a Fiscal Year.

Formulas:

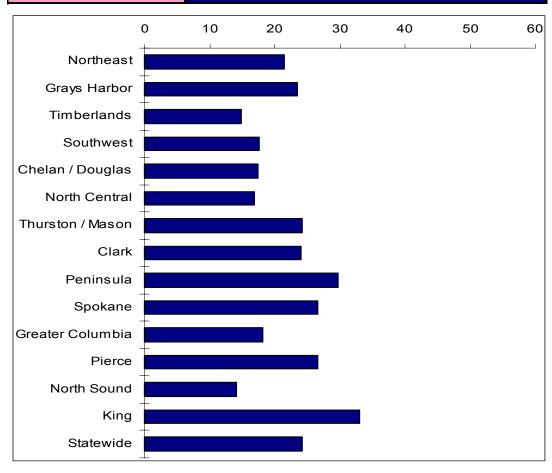
Number of non-crisis outpatient hours in a Fiscal Year by RSN

Number of people who received non-crisis outpatient mental health services in a Fiscal Year by RSN

Discussion: The table shows the total number of consumers in the RSN who received non-crisis outpatient services and the total number of hours of non-crisis outpatient services delivered. By dividing the two numbers, the average hours of outpatient services per client is calculated.

- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the State).
- The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in each RSN in which they received services).

| Outpatient Only Utilization Rates Access XIII.B. Calc SAS 11/30/04 | | | | | | | | |
|---|---------|---------------------|------------|--|--|--|--|--|
| RSN | Served | FY03 Total Hours | Avg. Hours | | | | | |
| Northeast | 1,888 | 40,661 | 21.5 | | | | | |
| Grays Harbor | 1,982 | 46,632 | 23.5 | | | | | |
| Timberlands | 3,890 | 57,526 | 14.8 | | | | | |
| Southwest | 4,005 | 70,683 | 17.6 | | | | | |
| Chelan / Douglas | 2,484 | 43,163 | 17.4 | | | | | |
| North Central | 2,628 | 44,423 | 16.9 | | | | | |
| Thurston / Mason | 3,727 | 89,941 | 24.1 | | | | | |
| Clark | 5,933 | 142,998 | 24.1 | | | | | |
| Peninsula | 6,125 | 181,713 | 29.7 | | | | | |
| Spokane | 9,521 | 253,882 | 26.7 | | | | | |
| Greater Columbia | 15,369 | 279,131 | 18.2 | | | | | |
| Pierce | 10,124 | 269,990 | 26.7 | | | | | |
| North Sound | 16,779 | 237,644 | 14.2 | | | | | |
| King | 27,113 | 893,547 | 33.0 | | | | | |
| Statewide | 109,734 | 2,651,934 | 24.2 | | | | | |



OUTPATIENT ACCESS XIII. C. Outpatient Only Penetration Rates by Age

C. Operational Definition: The proportion of people in the general population who received publicly funded non-crisis outpatient mental health services by RSN by age group for a Fiscal Year.

Rationale for Use: Penetration rates on outpatient only services by age group provide information on the number of children, adults, and elders who received non-crisis mental health services relative to children, adults, and older adults in the general population, and allows comparison to other State mental health data to help understand access across the State mental health system.

Operational Measure: This is calculated by dividing the number of people in each age group who received non-crisis outpatient mental health services by the number of people in the general population in that same age group during the Fiscal Year.

Formula:

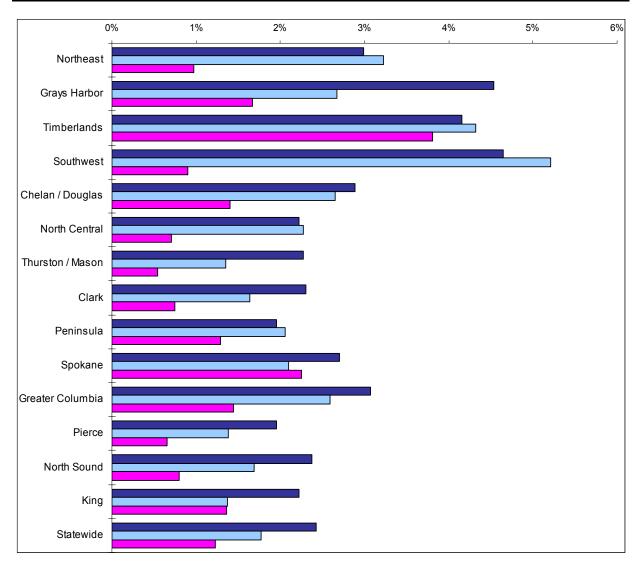
Number of people who received non-crisis outpatient mental health services during the Fiscal Year {0-17, 18-59, 60+}

Number of people in the general population during the Fiscal Year {0-17, 18-59, 60+}

Discussion: The penetration rates by RSN and Statewide show the penetration rate for non-crisis services by age group for each RSN and the State.

- Clark RSN has received additional funding to provide children's services.
- Age is calculated as of January 1 for each Fiscal Year.
- Age counts are unduplicated.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- ▶ The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the Statewide total).
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in <u>each</u> RSN where they receive services).
- The statewide count shows the number of unduplicated clients within the state (i.e. a person is counted only once in the state even if they received services at multiple RSNs).
- Counts are of people, not admissions, episodes, or units of service.
- Population numbers for Fiscal Year 2003 are based on Washington State's Office of Financial Management (OFM) estimates from the 2000 Census.

| Outpatient Only | Outpatient Only Penetration Rates by Age FY2003 | | | | | | | | |
|-------------------|---|-------------|------|------------|------------|------|--------|------------|-------------|
| Outpatient Access | XIII.C. | | | | | | | Calc. S | AS 11/30/04 |
| RSN | <u> Υοι</u> | ıth (0-17 y | rs) | <u>Adu</u> | lts (18-59 | yrs) | Olde | r Adults (| <u>60+)</u> |
| KON | Served | Population | Rate | Served | Population | Rate | Served | Population | Rate |
| Northeast | 571 | 19,106 | 3.0% | 1,184 | 36,728 | 3.2% | 130 | 13,408 | 1.0% |
| Grays Harbor | 782 | 17,251 | 4.5% | 975 | 36,493 | 2.7% | 225 | 13,450 | 1.7% |
| Timberlands | 980 | 23,601 | 4.2% | 2,108 | 48,759 | 4.3% | 801 | 21,048 | 3.8% |
| Southwest | 1,157 | 24,905 | 4.6% | 2,698 | 51,765 | 5.2% | 147 | 16,278 | 0.9% |
| Chelan / Douglas | 814 | 28,238 | 2.9% | 1,427 | 53,716 | 2.7% | 243 | 17,266 | 1.4% |
| North Central | 900 | 40,493 | 2.2% | 1,577 | 69,238 | 2.3% | 147 | 20,959 | 0.7% |
| Thurston / Mason | 1,457 | 64,146 | 2.3% | 2,042 | 150,573 | 1.4% | 227 | 42,071 | 0.5% |
| Clark | 2,282 | 98,985 | 2.3% | 3,316 | 201,831 | 1.6% | 331 | 44,422 | 0.7% |
| Peninsula | 1,590 | 81,372 | 2.0% | 3,790 | 183,899 | 2.1% | 737 | 57,176 | 1.3% |
| Spokane | 2,907 | 107,500 | 2.7% | 5,109 | 243,787 | 2.1% | 1,499 | 66,652 | 2.2% |
| Greater Columbia | 5,309 | 172,625 | 3.1% | 8,771 | 337,983 | 2.6% | 1,287 | 89,122 | 1.4% |
| Pierce | 3,734 | 190,569 | 2.0% | 5,741 | 414,860 | 1.4% | 629 | 95,391 | 0.7% |
| North Sound | 6,041 | 254,406 | 2.4% | 9,641 | 570,893 | 1.7% | 1,088 | 136,153 | 0.8% |
| King | 8,680 | 390,646 | 2.2% | 15,148 | 1,106,531 | 1.4% | 3,274 | 239,857 | 1.4% |
| Statewide | 36,730 | 1,513,843 | 2.4% | 62,238 | 3,507,056 | 1.8% | 10,695 | 873,253 | 1.2% |



OUTPATIENT ACCESS XIII. D. Outpatient Only Utilization Rates by Age

D. Operational Definition: Average number of non-crisis outpatient service hours per consumer by age group for a Fiscal Year.

Rationale for Use: This indicator provides information on the amount of noncrisis services received by children, adults, and older adults. Combined with penetration rate, the utilization rate describes the intensity of mental health service delivery. Examining this data by age provides an additional understanding of the difference in the amount of service delivered to children, adults, and older adults.

Operational Measure: This indicator is calculated by dividing the total number of non-crisis outpatient hours for each age group in a Fiscal Year by the total count of people in each age group receiving non-crisis outpatient services in a Fiscal Year.

Formulas:

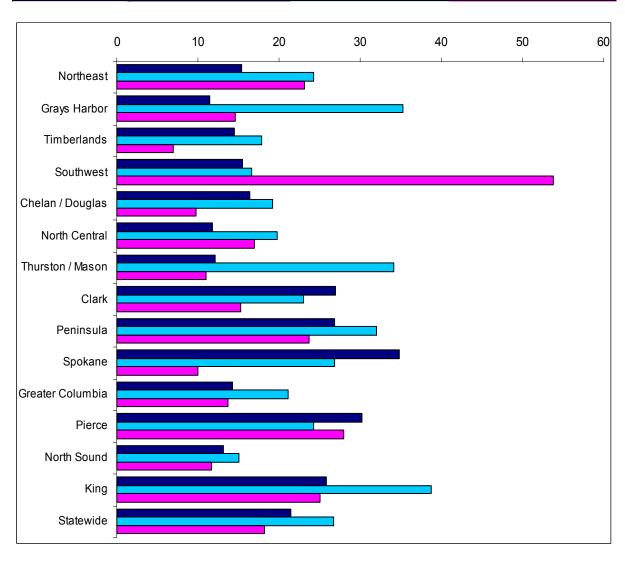
Number of non-crisis outpatient hours in Fiscal Year by age group {0-17, 18-59, 60+}

Number of people who received non-crisis mental health services in Fiscal Year by age group {0-17, 18-59, 60+}

Discussion: The table shows the amount of non-crisis mental health services received by different age groups.

- Clark RSN has received additional funding to provide children's services.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- Age is calculated as of January 1st for each Fiscal Year.
- The State total is unduplicated clients across all RSNs.
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in <u>each</u> RSN in which they received services).

| Outpatient Only Utilization Rates by Age FY2003 | | | | | | | | | |
|---|--------------|------------|------------|--------|------------|-------------|---------|-----------|------------|
| Access XIII.D. | | | | | | | | Calc. SAS | S 11/30/04 |
| RSN | <u>Youth</u> | ı (0-17 yı | <u>rs)</u> | Adults | s (18-59 y | <u>/rs)</u> | Older A | dults (60 | + yrs) |
| | Served | Hours | Rate | Served | Hours | Rate | Served | Hours | Rate |
| Northeast | 571 | 8,819 | 15.4 | 1,184 | 28,794 | 24.3 | 130 | 3,016 | 23.2 |
| Grays Harbor | 782 | 8,993 | 11.5 | 975 | 34,352 | 35.2 | 225 | 3,287 | 14.6 |
| Timberlands | 980 | 14,180 | 14.5 | 2,108 | 37,721 | 17.9 | 801 | 5,625 | 7.0 |
| Southwest | 1,157 | 17,980 | 15.5 | 2,698 | 44,769 | 16.6 | 147 | 7,911 | 53.8 |
| Chelan / Douglas | 814 | 13,347 | 16.4 | 1,427 | 27,440 | 19.2 | 243 | 2,377 | 9.8 |
| North Central | 900 | 10,657 | 11.8 | 1,577 | 31,217 | 19.8 | 147 | 2,497 | 17.0 |
| Thurston / Mason | 1,457 | 17,739 | 12.2 | 2,042 | 69,691 | 34.1 | 227 | 2,505 | 11.0 |
| Clark | 2,282 | 61,551 | 27.0 | 3,316 | 76,346 | 23.0 | 331 | 5,053 | 15.3 |
| Peninsula | 1,590 | 42,763 | 26.9 | 3,790 | 121,467 | 32.0 | 737 | 17,459 | 23.7 |
| Spokane | 2,907 | 101,418 | 34.9 | 5,109 | 137,386 | 26.9 | 1,499 | 15,053 | 10.0 |
| Greater Columbia | 5,309 | 76,053 | 14.3 | 8,771 | 185,416 | 21.1 | 1,287 | 17,658 | 13.7 |
| Pierce | 3,734 | 112,781 | 30.2 | 5,741 | 139,470 | 24.3 | 629 | 17,606 | 28.0 |
| North Sound | 6,041 | 79,560 | 13.2 | 9,641 | 145,301 | 15.1 | 1,088 | 12,716 | 11.7 |
| King | 8,680 | 223,901 | 25.8 | 15,148 | 587,490 | 38.8 | 3,274 | 81,983 | 25.0 |
| Statewide | 36,730 | 789,741 | 21.5 | 62,238 | 1,666,860 | 26.8 | 10,695 | 194,745 | 18.2 |



OUTPATIENT ACCESS XIV. A. Outpatient Only Penetration Rates for Medicaid Population

A. Operational Measure: The proportion of people in the Medicaid population who received publicly funded non-crisis outpatient mental health services by RSN and Statewide for a Fiscal Year.

Rationale: Penetration rates for the Medicaid population provide information on the number of Medicaid enrollees who received one or more non-crisis mental health services relative to the State Medicaid population. Penetration rates also provide information on whether the system is responsive to the Medicaid population and allows comparison with other State mental health data to help understand access across the State mental health system.

Operational Measure: This is calculated by dividing the number of Medicaid enrollees who received non-crisis outpatient mental health services by the number of people in the Medicaid population during a Fiscal Year.

Formula:

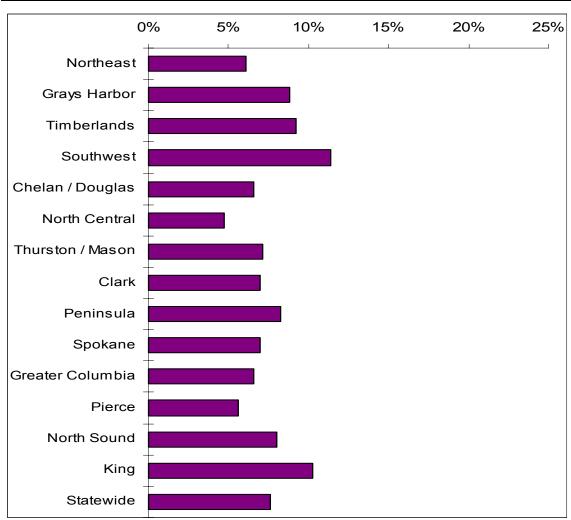
Number of Medicaid enrollees who received non-crisis outpatient mental health services during the Fiscal Year

Number of people in the Medicaid population in the Fiscal Year

Discussion: The penetration rates by RSN and Statewide show the Medicaid population of each RSN and the State compared to the Medicaid enrollees. In this measure, each Medicaid enrolled person is counted only once, even if he/she uses more than one non-crisis service.

- A client is considered to be in the Medicaid enrolled population for the entire Fiscal Year if they received any amount of Medicaid funded service during that Fiscal Year.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the Statewide total).
- The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in <u>each RSN</u> where they receive services).
- Counts are of people, not admissions, episodes, or units of service.

| Outpatient Only | Outpatient Only Penetration Rates for Medicaid Population | | | | | | | |
|------------------|---|-----------|--------------------|--|--|--|--|--|
| Access XIV.A. | | | Calc. SAS 11/30/04 | | | | | |
| RSN | | FY03 | | | | | | |
| 1314 | Served | Enrolled | Rate | | | | | |
| Northeast | 1,149 | 18,858 | 6.1% | | | | | |
| Grays Harbor | 1,541 | 17,535 | 8.8% | | | | | |
| Timberlands | 1,996 | 21,697 | 9.2% | | | | | |
| Southwest | 2,600 | 22,929 | 11.3% | | | | | |
| Chelan / Douglas | 1,440 | 21,790 | 6.6% | | | | | |
| North Central | 1,916 | 40,614 | 4.7% | | | | | |
| Thurston / Mason | 3,113 | 43,730 | 7.1% | | | | | |
| Clark | 4,629 | 66,549 | 7.0% | | | | | |
| Peninsula | 4,091 | 49,392 | 8.3% | | | | | |
| Spokane | 6,445 | 91,982 | 7.0% | | | | | |
| Greater Columbia | 10,201 | 155,752 | 6.5% | | | | | |
| Pierce | 7,172 | 128,314 | 5.6% | | | | | |
| North Sound | 12,168 | 151,788 | 8.0% | | | | | |
| King | 23,373 | 227,040 | 10.3% | | | | | |
| Statewide | 80,647 | 1,057,970 | 7.6% | | | | | |



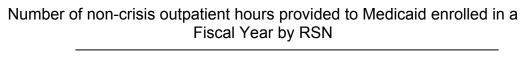
OUTPATIENT ACCESS XIV. B. Outpatient Only Utilization Rates for Medicaid Population

B. Operational Definition: Average number of non-crisis outpatient service hours per Medicaid enrolled consumer by RSN for a Fiscal Year.

Rationale for Use: The average number of hours of non-crisis outpatient services for each Medicaid enrolled consumer per Fiscal Year provides information on the average amount of non-crisis services received. Combined with penetration rate, the utilization rate describes the intensity of non-crisis mental health service delivery to Medicaid enrolled individuals.

Operational Measure: This is calculated by dividing the total number of non-crisis outpatient hours provided to Medicaid enrollees by the total number of Medicaid enrolled people receiving non-crisis outpatient services in a Fiscal Year.

Formulas:

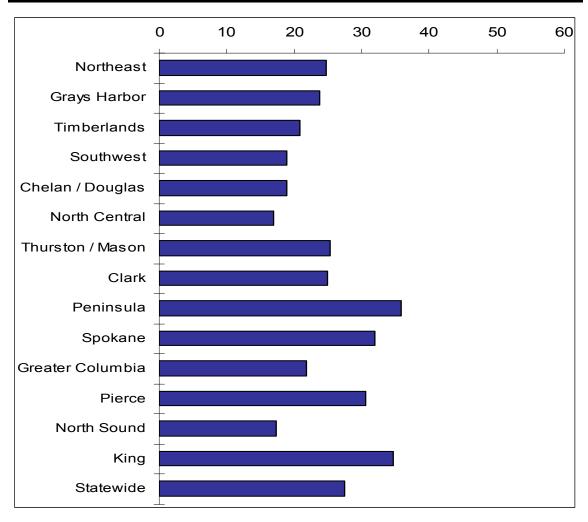


Number of Medicaid enrolled people who received non-crisis outpatient mental health services in a Fiscal Year by RSN

Discussion: The table shows the total number of Medicaid enrollees in the RSN who received non-crisis outpatient services and the total number of non-crisis hours of outpatient services delivered. By dividing the two numbers, the average hours of non-crisis outpatient services per client is calculated.

- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- ▶ The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the State).
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in <u>each</u> RSN in which they received services).

| Outpatient Only Utilization Rates for Medicaid Population | | | | | | | | |
|---|--------|----------------------------|-------------------|--|--|--|--|--|
| Access XIV.B. | | | Calc SAS 11/30/04 | | | | | |
| RSN | Served | <u>FY03</u> Total Hours | Avg. Hours | | | | | |
| Northeast | 1,149 | 28,412 | 24.7 | | | | | |
| Grays Harbor | 1,541 | 36,646 | 23.8 | | | | | |
| Timberlands | 1,996 | 41,669 | 20.9 | | | | | |
| Southwest | 2,600 | 48,961 | 18.8 | | | | | |
| Chelan / Douglas | 1,440 | 27,247 | 18.9 | | | | | |
| North Central | 1,916 | 32,642 | 17.0 | | | | | |
| Thurston / Mason | 3,113 | 78,926 | 25.4 | | | | | |
| Clark | 4,629 | 115,052 | 24.9 | | | | | |
| Peninsula | 4,091 | 146,264 | 35.8 | | | | | |
| Spokane | 6,445 | 205,390 | 31.9 | | | | | |
| Greater Columbia | 10,201 | 221,668 | 21.7 | | | | | |
| Pierce | 7,172 | 219,275 | 30.6 | | | | | |
| North Sound | 12,168 | 209,806 | 17.2 | | | | | |
| King | 23,373 | 810,223 | 34.7 | | | | | |
| Statewide | 80,647 | 2,222,180 | 27.6 | | | | | |



OUTPATIENT ACCESS XIV. C. Outpatient Only Penetration Rates by Age for Medicaid Population

C. Operational Definition: The proportion of youth, adults, and older adults in the Medicaid population who received publicly funded non-crisis outpatient mental health services by RSN for a Fiscal Year

Rationale for Use: Penetration rates for the Medicaid population by age group provide information on the number of children, adults, and older adults who were Medicaid enrolled and received one or more non-crisis mental health services. This provides information on whether the system is responsive to various age groups within the Medicaid population and allows comparisons to other State mental health data to help understand access across the State mental health system.

Operational Measure: This is calculated by dividing the number of Medicaid enrollees in each age group who received non-crisis outpatient mental health services during the Fiscal Year by the number of people in the general Medicaid population in that same age group.

Formula:

Number of Medicaid enrollees who received non-crisis outpatient mental health services during the Fiscal Year {0-17, 18-59, 60+}

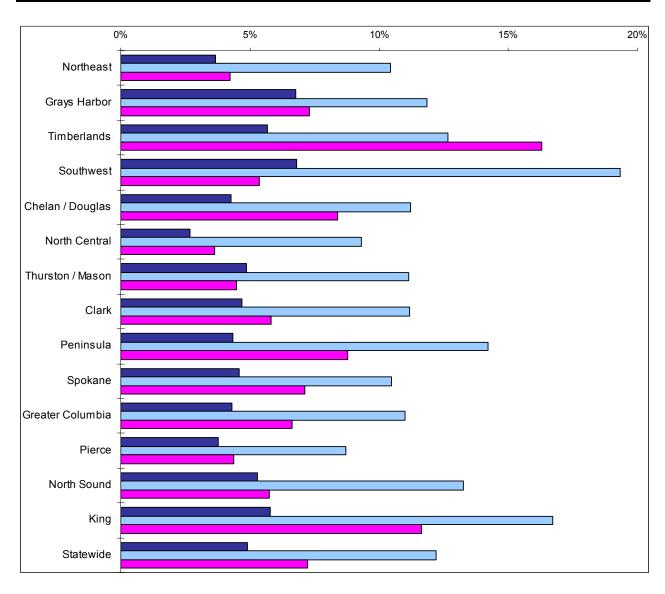
Number of people in the Medicaid population during the Fiscal Year {0-17, 18-59, 60+}

Discussion: The table shows that overall Medicaid enrolled adults have a higher

penetration rate than either youth or older adults. This is noticeable because more children receive Medicaid, yet fewer of them are receiving non-crisis mental health services through the RSNs.

- ▶ Clark RSN has received additional funding to provide children's services.
- Age is calculated as of January 1, for each Fiscal Year.
- A client is considered Medicaid enrolled for the entire Fiscal Year if they received any amount of Medicaid funded service during the Fiscal Year.
- Data source for counting number of people in the Medicaid population is MHD Ad Hoc system.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- ▶ The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the Statewide total).
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in <u>each</u> RSN where they receive services).
- Counts are of people, not admissions, episodes, or units of service.

| Outpatient Only Penetration Rates by Age for Medicaid Population | | | | | | | | | | |
|--|----------------------------------|------------|------|--------|----------|-------|---------|-----------|--------|--|
| Access XIV.C. | Access XIV.C. Calc. SAS 11/30/04 | | | | | | | | | |
| RSN | Yout | th (0-17 y | /rs) | Adult | s (18-59 | yrs) | Older A | dults (60 | + yrs) | |
| KON | Served | Enrolled | Rate | Served | Enrolled | Rate | Served | Enrolled | Rate | |
| Northeast | 416 | 11,384 | 3.7% | 669 | 6,397 | 10.5% | 64 | 1,513 | 4.2% | |
| Grays Harbor | 688 | 10,168 | 6.8% | 740 | 6,246 | 11.8% | 113 | 1,546 | 7.3% | |
| Timberlands | 720 | 12,665 | 5.7% | 942 | 7,434 | 12.7% | 334 | 2,048 | 16.3% | |
| Southwest | 914 | 13,413 | 6.8% | 1,592 | 8,231 | 19.3% | 94 | 1,757 | 5.4% | |
| Chelan / Douglas | 626 | 14,607 | 4.3% | 684 | 6,100 | 11.2% | 130 | 1,548 | 8.4% | |
| North Central | 723 | 26,921 | 2.7% | 1,092 | 11,737 | 9.3% | 101 | 2,781 | 3.6% | |
| Thurston / Mason | 1,287 | 26,499 | 4.9% | 1,684 | 15,113 | 11.1% | 141 | 3,151 | 4.5% | |
| Clark | 1,975 | 42,023 | 4.7% | 2,404 | 21,487 | 11.2% | 249 | 4,287 | 5.8% | |
| Peninsula | 1,246 | 28,831 | 4.3% | 2,470 | 17,383 | 14.2% | 374 | 4,257 | 8.8% | |
| Spokane | 2,479 | 53,884 | 4.6% | 3,457 | 32,972 | 10.5% | 509 | 7,159 | 7.1% | |
| Greater Columbia | 4,367 | 101,686 | 4.3% | 5,142 | 46,734 | 11.0% | 692 | 10,447 | 6.6% | |
| Pierce | 2,901 | 76,949 | 3.8% | 3,824 | 43,874 | 8.7% | 444 | 10,126 | 4.4% | |
| North Sound | 4,934 | 93,300 | 5.3% | 6,516 | 49,171 | 13.3% | 715 | 12,406 | 5.8% | |
| King | 7,444 | 128,386 | 5.8% | 12,858 | 76,984 | 16.7% | 3,061 | 26,275 | 11.6% | |
| Statewide | 31,451 | 640,716 | 4.9% | 42,665 | 349,863 | 12.2% | 6,512 | 89,967 | 7.2% | |



OUTPATIENT ACCESS XIV. D. Outpatient Only Utilization Rates by Age for Medicaid Population

D. Operational Definition: Average number of non-crisis outpatient service hours per Medicaid enrolled by age group for a Fiscal Year.

Rationale for Use: This indicator provides information on the amount of noncrisis services received by Medicaid enrolled children, adults, and older adults. Combined with penetration rate, the utilization rate describes the intensity of noncrisis mental health services. Examining this data by age provides an additional understanding of the difference in the amount of service delivered to children, adults, and older adults.

Operational Measure: This indicator is calculated by dividing the total number of non-crisis outpatient hours for each Medicaid enrollee by age group in a Fiscal Year by the total count of Medicaid enrollees in each age group receiving non-crisis outpatient services in a Fiscal Year.

Formulas:

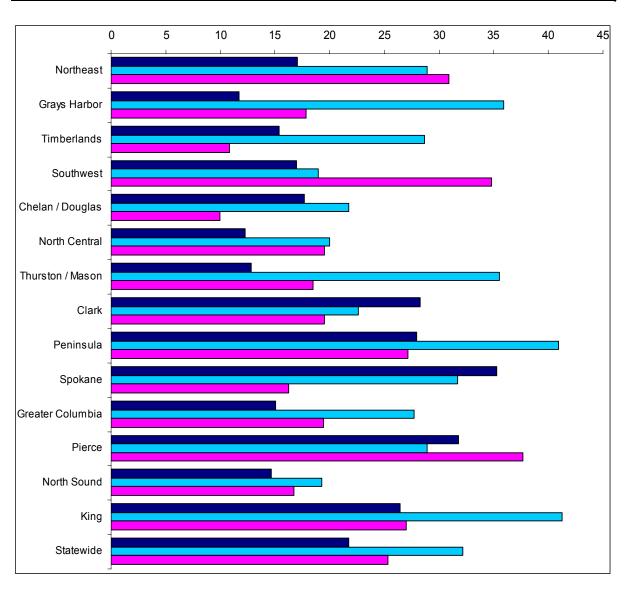
Number of non-crisis outpatient hours in Fiscal Year by age group {0-17, 18-59, 60+}

Number of Medicaid enrollees who received non-crisis mental health services in Fiscal Year by age group {0-17, 18-59, 60+}

Discussion: The table shows the amount of non-crisis mental health services received by different age groups of Medicaid enrollees.

- ▶ Clark RSN has received additional funding to provide children's services.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- Age is calculated as of January 1st for each Fiscal Year.
- ▶ The State total is unduplicated clients across all RSNs.
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in <u>each</u> RSN in which they received services).

| Outpatient Only | Outpatient Only Utilization Rates by Age for Medicaid Only | | | | | | | | |
|------------------|--|-----------------------|------|--------|-----------|------|---------|----------|---------|
| Access XIV.D. | Access XIV.D. Calc. SAS 11/30/0 | | | | | | | | |
| RSN | Yout | th (0-17 [•] | yrs) | Adu | lts (1859 | yrs) | Older A | dults (6 |)+ yrs) |
| KON | Served | Hours | Rate | Served | Hours | Rate | Served | Hours | Rate |
| Northeast | 416 | 7,078 | 17.0 | 669 | 19,355 | 28.9 | 64 | 1,979 | 30.9 |
| Grays Harbor | 688 | 8,075 | 11.7 | 740 | 26,560 | 35.9 | 113 | 2,012 | 17.8 |
| Timberlands | 720 | 11,061 | 15.4 | 942 | 26,984 | 28.6 | 334 | 3,625 | 10.9 |
| Southwest | 914 | 15,540 | 17.0 | 1,592 | 30,149 | 18.9 | 94 | 3,272 | 34.8 |
| Chelan / Douglas | 626 | 11,062 | 17.7 | 684 | 14,887 | 21.8 | 130 | 1,299 | 10.0 |
| North Central | 723 | 8,852 | 12.2 | 1,092 | 21,816 | 20.0 | 101 | 1,974 | 19.5 |
| Thurston / Mason | 1,287 | 16,453 | 12.8 | 1,684 | 59,860 | 35.5 | 141 | 2,606 | 18.5 |
| Clark | 1,975 | 55,802 | 28.3 | 2,404 | 54,368 | 22.6 | 249 | 4,850 | 19.5 |
| Peninsula | 1,246 | 34,879 | 28.0 | 2,470 | 101,215 | 41.0 | 374 | 10,170 | 27.2 |
| Spokane | 2,479 | 87,476 | 35.3 | 3,457 | 109,657 | 31.7 | 509 | 8,257 | 16.2 |
| Greater Columbia | 4,367 | 65,778 | 15.1 | 5,142 | 142,454 | 27.7 | 692 | 13,436 | 19.4 |
| Pierce | 2,901 | 92,102 | 31.7 | 3,824 | 110,430 | 28.9 | 444 | 16,735 | 37.7 |
| North Sound | 4,934 | 72,182 | 14.6 | 6,516 | 125,623 | 19.3 | 715 | 11,963 | 16.7 |
| King | 7,444 | 196,647 | 26.4 | 12,858 | 530,755 | 41.3 | 3,061 | 82,655 | 27.0 |
| Statewide | 31,451 | 682,986 | 21.7 | 42,665 | 1,374,112 | 32.2 | 6,512 | 164,831 | 25.3 |



CRISIS ACCESS XV. A. Crisis Only Penetration Rates

A. Operational Definition: The proportion of people in the general population who received crisis only publicly funded outpatient mental health services in the Fiscal Year by RSN.

Rationale for Use: Crisis only penetration rates provide information on the number of people who received only crisis mental health services relative to the general population. Crisis penetration rates also provide information on whether the crisis system is responsive to different client populations (i.e., different age groups) and allows comparisons to other State mental health data to help understand access across State mental health systems.

Operational Measures: This is calculated by dividing the number of people who received crisis only services during the Fiscal Year by the number of people in the general population (census and estimated census).

Formula:

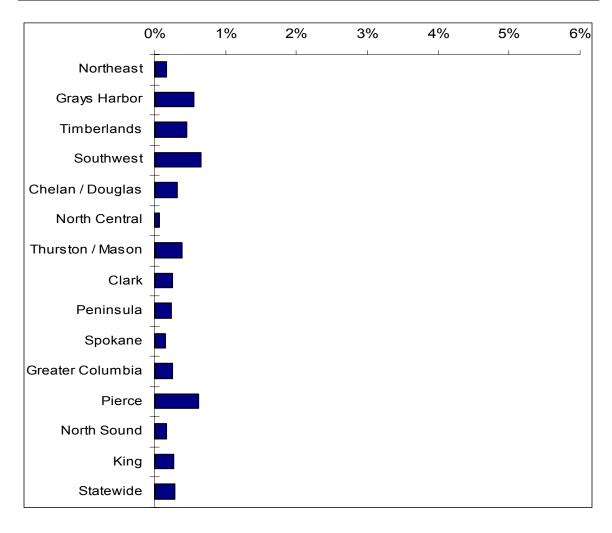
Number of people who received only crisis services during the Fiscal Year

Number of people in the general population during the Fiscal Year

Discussion: The crisis only penetration rates by RSN and Statewide show the total population of each RSN and the State and the crisis only penetration rate.

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- The statewide count shows the number of unduplicated clients within the state (i.e. a person is counted only once in the state even if they received services at multiple RSNs).
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in <u>each</u> RSN where they receive services).
- Counts are of people, not admissions, episodes, or units of service.
- Population numbers for Fiscal Year 2003 are based on Washington State's Office of Financial Management (OFM) estimates from the 2000 Census.
- King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Penetration Rates | | | | | | | | |
|-------------------------------|--------|-------------|--------------------|--|--|--|--|--|
| Crisis Access XV.A | | | Calc. SAS 11/30/04 | | | | | |
| RSN | | <u>FY03</u> | | | | | | |
| KON | Served | Population | Rate | | | | | |
| Northeast | 117 | 69,242 | 0.2% | | | | | |
| Grays Harbor | 369 | 67,194 | 0.5% | | | | | |
| Timberlands | 415 | 93,408 | 0.4% | | | | | |
| Southwest | 608 | 92,948 | 0.7% | | | | | |
| Chelan / Douglas | 308 | 99,219 | 0.3% | | | | | |
| North Central | 87 | 130,690 | 0.1% | | | | | |
| Thurston / Mason | 994 | 256,760 | 0.4% | | | | | |
| Clark | 892 | 345,238 | 0.3% | | | | | |
| Peninsula | 772 | 322,447 | 0.2% | | | | | |
| Spokane | 665 | 417,939 | 0.2% | | | | | |
| Greater Columbia | 1,482 | 599,730 | 0.2% | | | | | |
| Pierce | 4,372 | 700,820 | 0.6% | | | | | |
| North Sound | 1,625 | 961,452 | 0.2% | | | | | |
| King | 4,555 | 1,737,034 | 0.3% | | | | | |
| Statewide | 17,133 | 5,894,121 | 0.3% | | | | | |



CRISIS ACCESS XV. B. Crisis Only Utilization Rates

B. Operational Definition: Average number of crisis only service hours per consumer by RSN for a Fiscal Year.

Rationale for Use: The average number of crisis only hours for each consumer per Fiscal Year provides information on the average amount of crisis only services received. Combined with penetration rate, the utilization rate describes the intensity of crisis only mental health service delivery.

Operational Measure: This is calculated by dividing the total number of crisis only hours by the total number of people receiving crisis only services in a Fiscal Year.

Formulas:

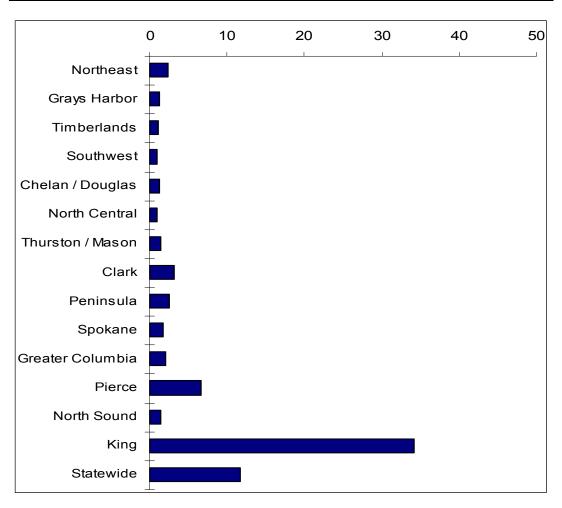
Number of crisis only hours in a Fiscal Year by RSN

Number of people who received crisis only mental health services in a Fiscal Year by RSN

Discussion: The table shows the total number of consumers in the RSN who received crisis only services and the total number of hours of crisis only services delivered. By dividing the two numbers, the average hours of crisis only services per client is calculated.

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- ▶ The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the State).
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in <u>each</u> RSN in which they received services).
- ▶ King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Utilization Rates | | | | | | | | |
|-------------------------------|--------|----------------------------|-------------------|--|--|--|--|--|
| Crisis Access XV.B. | | | Calc SAS 11/30/04 | | | | | |
| RSN | Served | <u>FY03</u> Total Hours | Avg. Hours | | | | | |
| Northeast | 117 | 281 | 2.4 | | | | | |
| Grays Harbor | 369 | 456 | 1.2 | | | | | |
| Timberlands | 415 | 453 | 1.1 | | | | | |
| Southwest | 608 | 613 | 1.0 | | | | | |
| Chelan / Douglas | 308 | 371 | 1.2 | | | | | |
| North Central | 87 | 82 | 0.9 | | | | | |
| Thurston / Mason | 994 | 1,400 | 1.4 | | | | | |
| Clark | 892 | 2,827 | 3.2 | | | | | |
| Peninsula | 772 | 1,909 | 2.5 | | | | | |
| Spokane | 665 | 1,111 | 1.7 | | | | | |
| Greater Columbia | 1,482 | 3,142 | 2.1 | | | | | |
| Pierce | 4,372 | 28,833 | 6.6 | | | | | |
| North Sound | 1,625 | 2,228 | 1.4 | | | | | |
| King | 4,555 | 155,674 | 34.2 | | | | | |
| Statewide | 17,133 | 199,378 | 11.6 | | | | | |



CRISIS ACCESS XV. C. Crisis Only Penetration Rates by Age

C. Operational Definition: The proportion of people in the general population who received publicly funded crisis only mental health services by RSN by age group for a Fiscal Year.

Rationale for Use: Crisis only penetration rates by age group provide information on the number of children, adults, and elders who received crisis only services relative to children, adults, and older adults in the general population, and allows comparison to other State mental health data to help understand access across the State mental health system.

Operational Measure: This is calculated by dividing the number of people in each age group who received crisis only mental health services by the number of people in the general population in that same age group during the Fiscal Year.

Formula:

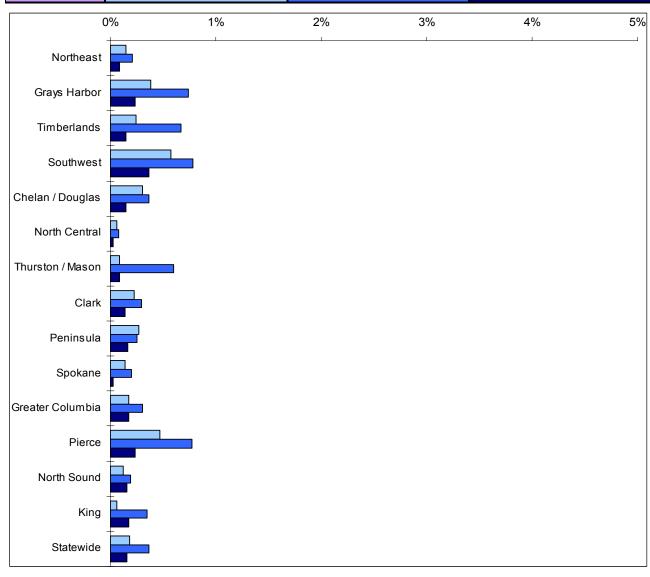
Number of people who received crisis only mental health services during the Fiscal Year {0-17, 18-59, 60+}

Number of people in the general population during the Fiscal Year {0-17, 18-59, 60+}

Discussion: The penetration rates by RSN and Statewide show the general population by age group for each RSN and the State.

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- ▶ Clark RSN has received additional funding to provide children's services.
- Age is calculated as of January 1^{st,} for each Fiscal Year.
- Age counts are unduplicated.
- ▶ The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the Statewide total).
- The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in each RSN where they receive services).
- The statewide count shows the number of unduplicated clients within the state (i.e. a person is counted only once in the state even if they received services at multiple RSNs).
- ▶ Counts are of people, not admissions, episodes, or units of service.
- Population numbers for Fiscal Year 2003 are based on Washington State's Office of Financial Management (OFM) estimates from the 2000 Census.
- ▶ King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Pe | Crisis Only Penetration Rates by Age | | | | | | | | |
|------------------|--------------------------------------|-------------|------|--------|------------|------|---------|------------|-------------|
| Access XV.C. | | | | | | | | Calc. S | AS 11/30/04 |
| DCM | You | ıth (0-17 y | rs) | Adu | Its (18-59 | yrs) | Older A | Adults (60 |)+ yrs) |
| RSN | Served | Population | Rate | Served | Population | Rate | Served | Population | Rate |
| Northeast | 28 | 19,106 | 0.1% | 76 | 36,728 | 0.2% | 12 | 13,408 | 0.1% |
| Grays Harbor | 66 | 17,251 | 0.4% | 271 | 36,493 | 0.7% | 32 | 13,450 | 0.2% |
| Timberlands | 57 | 23,601 | 0.2% | 326 | 48,759 | 0.7% | 32 | 21,048 | 0.2% |
| Southwest | 142 | 24,905 | 0.6% | 405 | 51,765 | 0.8% | 60 | 16,278 | 0.4% |
| Chelan / Douglas | 86 | 28,238 | 0.3% | 196 | 53,716 | 0.4% | 26 | 17,266 | 0.2% |
| North Central | 26 | 40,493 | 0.1% | 56 | 69,238 | 0.1% | 5 | 20,959 | 0.0% |
| Thurston / Mason | 57 | 64,146 | 0.1% | 900 | 150,573 | 0.6% | 36 | 42,071 | 0.1% |
| Clark | 226 | 98,985 | 0.2% | 604 | 201,831 | 0.3% | 62 | 44,422 | 0.1% |
| Peninsula | 217 | 81,372 | 0.3% | 463 | 183,899 | 0.3% | 92 | 57,176 | 0.2% |
| Spokane | 152 | 107,500 | 0.1% | 497 | 243,787 | 0.2% | 15 | 66,652 | 0.0% |
| Greater Columbia | 297 | 172,625 | 0.2% | 1,027 | 337,983 | 0.3% | 157 | 89,122 | 0.2% |
| Pierce | 888 | 190,569 | 0.5% | 3,219 | 414,860 | 0.8% | 225 | 95,391 | 0.2% |
| North Sound | 306 | 254,406 | 0.1% | 1,107 | 570,893 | 0.2% | 211 | 136,153 | 0.2% |
| King | 227 | 390,646 | 0.1% | 3,853 | 1,106,531 | 0.3% | 413 | 239,857 | 0.2% |
| Statewide | 2,765 | 1,513,843 | 0.2% | 12,893 | 3,507,056 | 0.4% | 1,368 | 873,253 | 0.2% |



CRISIS ACCESS XV. D. Crisis Only Utilization Rates by Age

D. Operational Definition: Average number of crisis only service hours per consumer by age group for a Fiscal Year.

Rationale for Use: This indicator provides information on the amount of crisis only services received by children, adults, and older adults. Combined with penetration rate, the utilization rate describes the intensity of crisis only mental health service delivery. Examining this data by age provides an additional understanding of the difference in the amount of crisis only service delivered to children, adults, and older adults.

Operational Measure: This indicator is calculated by dividing the total number of crisis only hours for each age group in a Fiscal Year by the total count of people in each age group receiving crisis only services in a Fiscal Year.

Formulas:

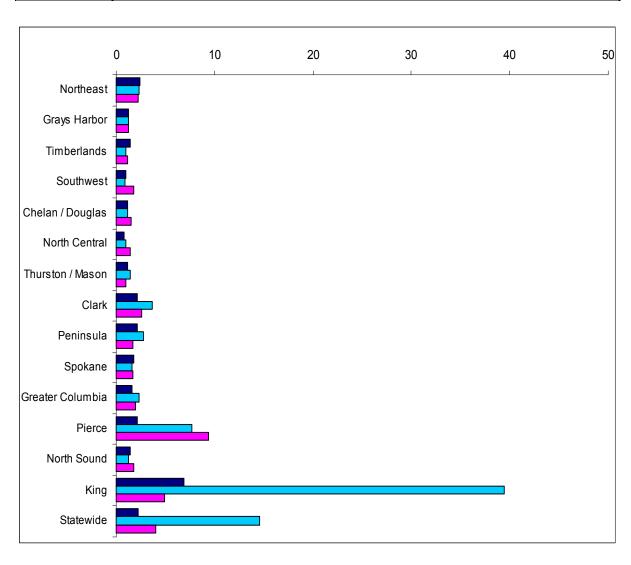
Number of crisis only hours in Fiscal Year by age group {0-17, 18-59, 60+}

Number of people who received crisis only mental health services in Fiscal Year by age group {0-17, 18-59, 60+}

Discussion: The table shows the amount of crisis only mental health services received by different age groups.

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- ▶ Clark RSN has received additional funding to provide children's services.
- ▶ Age is calculated as of January 1st for each Fiscal Year.
- ▶ The State total is unduplicated clients across all RSNs.
- The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in each RSN in which they received services).
- King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Utilization Rates by Age FY 2003 | | | | | | | | | |
|--|------------------|-------|------|--------------------|---------|------|------------------------|----------|-------------|
| Access XV.D. | | | | | | | | Calc. Sa | AS 11/30/04 |
| RSN | Youth (0-17 yrs) | | | Adults (18-59 yrs) | | | Older Adults (60+ yrs) | | |
| KON | Served | Hours | Rate | Served | Hours | Rate | Served | Hours | Rate |
| Northeast | 28 | 68 | 2.4 | 76 | 178 | 2.3 | 12 | 27 | 2.3 |
| Grays Harbor | 66 | 83 | 1.3 | 271 | 333 | 1.2 | 32 | 39 | 1.2 |
| Timberlands | 57 | 80 | 1.4 | 326 | 334 | 1.0 | 32 | 38 | 1.2 |
| Southwest | 142 | 136 | 1.0 | 405 | 362 | 0.9 | 60 | 110 | 1.8 |
| Chelan / Douglas | 86 | 103 | 1.2 | 196 | 228 | 1.2 | 26 | 40 | 1.5 |
| North Central | 26 | 21 | 0.8 | 56 | 53 | 0.9 | 5 | 7 | 1.4 |
| Thurston / Mason | 57 | 68 | 1.2 | 900 | 1,294 | 1.4 | 36 | 37 | 1.0 |
| Clark | 226 | 476 | 2.1 | 604 | 2,191 | 3.6 | 62 | 160 | 2.6 |
| Peninsula | 217 | 462 | 2.1 | 463 | 1,290 | 2.8 | 92 | 156 | 1.7 |
| Spokane | 152 | 271 | 1.8 | 497 | 814 | 1.6 | 15 | 26 | 1.7 |
| Greater Columbia | 297 | 471 | 1.6 | 1,027 | 2,360 | 2.3 | 157 | 310 | 2.0 |
| Pierce | 888 | 1,882 | 2.1 | 3,219 | 24,786 | 7.7 | 225 | 2,116 | 9.4 |
| North Sound | 306 | 429 | 1.4 | 1,107 | 1,428 | 1.3 | 211 | 371 | 1.8 |
| King | 227 | 1,569 | 6.9 | 3,853 | 152,014 | 39.5 | 413 | 2,019 | 4.9 |
| Statewide | 2,765 | 6,121 | 2.2 | 12,893 | 187,666 | 14.6 | 1,368 | 5,456 | 4.0 |



CRISIS ACCESS XVI. A. Crisis Only Penetration Rates for Medicaid Population

A. Operational Measure: The proportion of people in the Medicaid population who received publicly funded crisis only mental health services by RSN and Statewide for a Fiscal Year.

Rationale: Penetration rates for the Medicaid population provide information on the number of Medicaid enrollees who received one or more crisis only services relative to the State Medicaid population. Penetration rates also provide information on whether the crisis system is responsive to the Medicaid population and allows comparison with other State mental health data to help understand access across the State mental health system.

Operational Measure: This is calculated by dividing the number of Medicaid enrollees who received crisis only mental health services by the number of people in the Medicaid population during a Fiscal Year.

Formula:

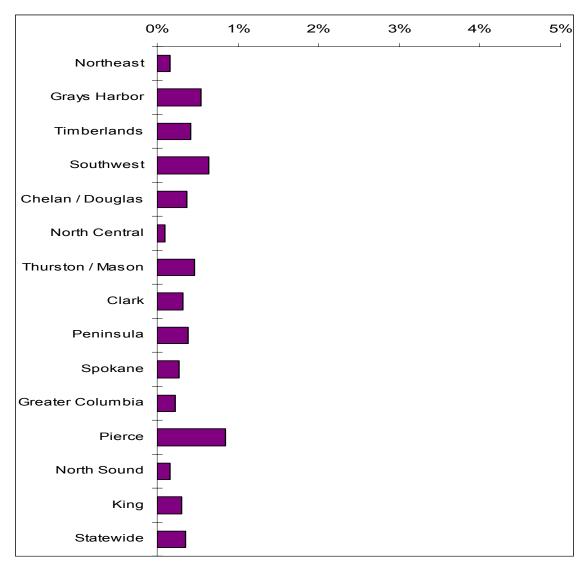
Number of Medicaid enrollees who received crisis only mental health services during the Fiscal Year

Number of people in the Medicaid population in the Fiscal Year

Discussion: The penetration rates by RSN and Statewide show the Medicaid population of each RSN and the State compared to the Medicaid enrollees. In this measure, each Medicaid enrolled person is counted only once, even if he/she uses more than one crisis only service.

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- A client is considered to be in the Medicaid enrolled population for the entire Fiscal Year if they received any amount of Medicaid funded service during that Fiscal Year.
- ▶ The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the Statewide total).
- The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in <u>each</u> RSN where they receive services).
- Counts are of people, not admissions, episodes, or units of service.
- ▶ King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Penetration Rates for Medicaid Population | | | | | | | | |
|---|-------------------|-----------|------|--|--|--|--|--|
| Crisis Access XVI.A. | Calc. SAS 11/30/0 | | | | | | | |
| RSN | | | | | | | | |
| KSN | Served | Enrolled | Rate | | | | | |
| Northeast | 29 | 18,858 | 0.2% | | | | | |
| Grays Harbor | 96 | 17,535 | 0.5% | | | | | |
| Timberlands | 90 | 21,697 | 0.4% | | | | | |
| Southwest | 145 | 22,929 | 0.6% | | | | | |
| Chelan / Douglas | 80 | 21,790 | 0.4% | | | | | |
| North Central | 40 | 40,614 | 0.1% | | | | | |
| Thurston / Mason | 205 | 43,730 | 0.5% | | | | | |
| Clark | 210 | 66,549 | 0.3% | | | | | |
| Peninsula | 190 | 49,392 | 0.4% | | | | | |
| Spokane | 244 | 91,982 | 0.3% | | | | | |
| Greater Columbia | 356 | 155,752 | 0.2% | | | | | |
| Pierce | 1,082 | 128,314 | 0.8% | | | | | |
| North Sound | 236 | 151,788 | 0.2% | | | | | |
| King | 682 | 227,040 | 0.3% | | | | | |
| Statewide | 3,656 | 1,057,970 | 0.3% | | | | | |



CRISIS ACCESS XVI. B. Crisis Only Utilization Rates for Medicaid Population

B. Operational Definition: Average number of crisis only service hours per consumer by RSN for a Fiscal Year.

Rationale for Use: The average number of hours of crisis only services for each consumer per Fiscal Year provides information on the average amount of crisis only services received. Combined with penetration rate, the utilization rate describes the intensity of crisis only mental health service delivery.

Operational Measure: This is calculated by dividing the total number of crisis only hours by the total number of people receiving crisis only services in a Fiscal Year.

Formulas:

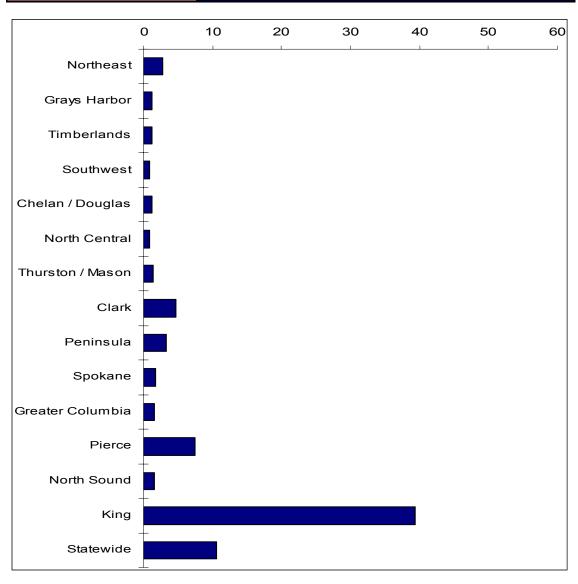
Number of crisis only hours in a Fiscal Year by RSN

Number of people who received crisis only mental health services in a Fiscal Year by RSN

Discussion: The table shows the total number of consumers in the RSN who received crisis only services and the total number of hours of crisis only services delivered. By dividing the two numbers, the average hours of crisis only services per client is calculated.

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the State).
- The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in <u>each</u> RSN in which they received services).
- King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Utilization Rates for Medicaid Population | | | | | | | | |
|---|-------------------|-------------|------------|--|--|--|--|--|
| Access XVI.B. | Calc SAS 11/30/04 | | | | | | | |
| RSN | | FY03 | | | | | | |
| | Served | Total Hours | Avg. Hours | | | | | |
| Northeast | 29 | 80 | 2.7 | | | | | |
| Grays Harbor | 96 | 118 | 1.2 | | | | | |
| Timberlands | 90 | 109 | 1.2 | | | | | |
| Southwest | 145 | 128 | 0.9 | | | | | |
| Chelan / Douglas | 80 | 99 | 1.2 | | | | | |
| North Central | 40 | 36 | 0.9 | | | | | |
| Thurston / Mason | 205 | 277 | 1.4 | | | | | |
| Clark | 210 | 966 | 4.6 | | | | | |
| Peninsula | 190 | 641 | 3.4 | | | | | |
| Spokane | 244 | 414 | 1.7 | | | | | |
| Greater Columbia | 356 | 548 | 1.5 | | | | | |
| Pierce | 1,082 | 7,984 | 7.4 | | | | | |
| North Sound | 236 | 353 | 1.5 | | | | | |
| King | 682 | 26,897 | 39.4 | | | | | |
| Statewide | 3,656 | 38,650 | 10.6 | | | | | |



CRISIS ACCESS XVI. C. Crisis Only Penetration Rates by Age for Medicaid Population

C. Operational Definition: The proportion of youth, adults, and older adults in the Medicaid population who received publicly funded crisis only mental health services by RSN for a Fiscal Year

Rationale for Use: Penetration rates for the Medicaid population by age group provide information on the number of children, adults, and older adults who were Medicaid enrolled and received one or more crisis only services. This provides information on whether the crisis system is responsive to various age groups within the Medicaid population and allows comparisons to other State mental health data to help understand access across the State mental health system.

Operational Measure: This is calculated by dividing the number of Medicaid enrollees in each age group who received crisis only mental health services during the Fiscal Year by the number of people in the general Medicaid population in that same age group.

Formula:

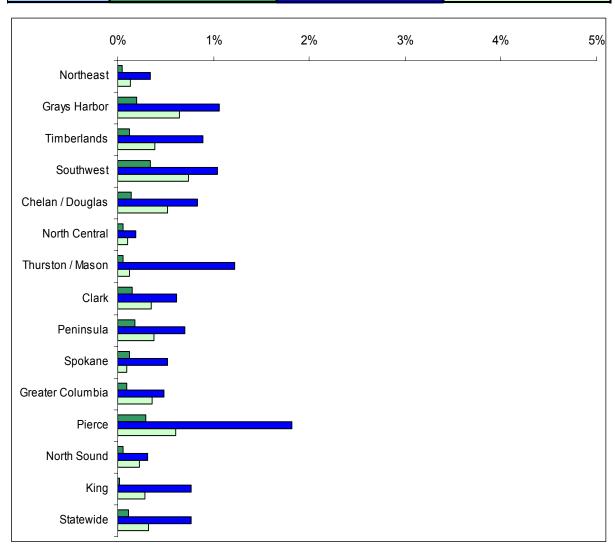
Number of Medicaid enrollees who received crisis only mental health services during the Fiscal Year {0-17, 18-59, 60+}

Number of people in the Medicaid population during the Fiscal Year {0-17, 18-59, 60+}

Discussion:

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- Clark RSN has received additional funding to provide children's services.
- Age is calculated as of January 1, for each Fiscal Year.
- A client is considered Medicaid enrolled for the entire Fiscal Year if they received any amount of Medicaid funded service during the Fiscal Year.
- ▶ The State total is unduplicated clients across all RSNs (i.e., each person is only counted once in the Statewide total).
- ▶ The RSN count shows the number of unduplicated clients within each RSN (i.e., a person is counted once in <u>each</u> RSN where they receive services).
- Counts are of people, not admissions, episodes, or units of service.
- ▶ King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Penetration Rates by Age for Medicaid Population | | | | | | | | | |
|--|------------------|----------|------|-------------------|----------|------|------------------------|----------|------|
| Crisis Access XVI.C. Calc. SAS 11/30/04 | | | | | | | | | |
| RSN | Youth (0-17 yrs) | | | Adults (18-59yrs) | | | Older Adults (60+ yrs) | | |
| KON | Served | Enrolled | Rate | Served | Enrolled | Rate | Served | Enrolled | Rate |
| Northeast | 5 | 11,384 | 0.0% | 22 | 6,397 | 0.3% | 2 | 1,513 | 0.1% |
| Grays Harbor | 20 | 10,168 | 0.2% | 66 | 6,246 | 1.1% | 10 | 1,546 | 0.6% |
| Timberlands | 16 | 12,665 | 0.1% | 66 | 7,434 | 0.9% | 8 | 2,048 | 0.4% |
| Southwest | 46 | 13,413 | 0.3% | 86 | 8,231 | 1.0% | 13 | 1,757 | 0.7% |
| Chelan / Douglas | 21 | 14,607 | 0.1% | 51 | 6,100 | 0.8% | 8 | 1,548 | 0.5% |
| North Central | 15 | 26,921 | 0.1% | 22 | 11,737 | 0.2% | 3 | 2,781 | 0.1% |
| Thurston / Mason | 16 | 26,499 | 0.1% | 185 | 15,113 | 1.2% | 4 | 3,151 | 0.1% |
| Clark | 62 | 42,023 | 0.1% | 133 | 21,487 | 0.6% | 15 | 4,287 | 0.3% |
| Peninsula | 53 | 28,831 | 0.2% | 121 | 17,383 | 0.7% | 16 | 4,257 | 0.4% |
| Spokane | 64 | 53,884 | 0.1% | 173 | 32,972 | 0.5% | 7 | 7,159 | 0.1% |
| Greater Columbia | 92 | 101,686 | 0.1% | 226 | 46,734 | 0.5% | 38 | 10,447 | 0.4% |
| Pierce | 223 | 76,949 | 0.3% | 798 | 43,874 | 1.8% | 61 | 10,126 | 0.6% |
| North Sound | 53 | 93,300 | 0.1% | 155 | 49,171 | 0.3% | 28 | 12,406 | 0.2% |
| King | 19 | 128,386 | 0.0% | 588 | 76,984 | 0.8% | 75 | 26,275 | 0.3% |
| Statewide | 702 | 640,716 | 0.1% | 2,668 | 349,863 | 0.8% | 286 | 89,301 | 0.3% |



CRISIS ACCESS XVI. D. Crisis Only Utilization Rates by Age for Medicaid Population

D. Operational Definition: Average number of crisis only service hours per Medicaid enrollee by age group for a Fiscal Year.

Rationale for Use: This indicator provides information on the amount of crisis only services received by Medicaid enrolled children, adults, and older adults. Combined with penetration rate, the utilization rate describes the intensity of crisis only service delivery. Examining this data by age provides an additional understanding of the difference in the amount of service delivered to children, adults, and older adults.

Operational Measure: This indicator is calculated by dividing the total number of crisis only hours for Medicaid enrollees in each age group in a Fiscal Year by the total count of Medicaid enrollees in each age group receiving crisis only services in a Fiscal Year.

Formulas:

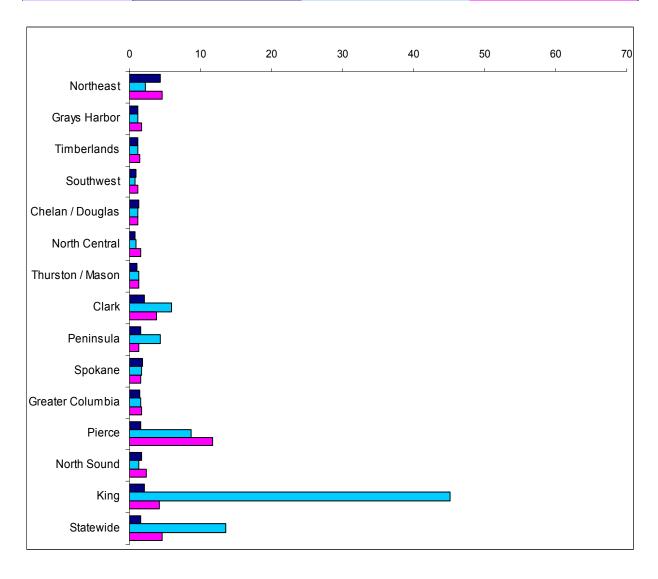
Number of crisis only hours for Medicaid enrollees in Fiscal Year by age group {0-17, 18-59, 60+}

Number of Medicaid enrollees who received crisis only mental health services in Fiscal Year by age group {0-17, 18-59, 60+}

Discussion: The table shows the amount of crisis only mental health services received by different age groups.

- Crisis services are defined as services reported by RSNs to the MHD using NASMHPD temporary codes 00009, 00011.
- ▶ Clark RSN has received additional funding to provide children's services.
- Age is calculated as of January 1st for each Fiscal Year.
- The State total is unduplicated clients across all RSNs.
- The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in each RSN in which they received services).
- ▶ King RSN has 24-hour crisis services included in their reporting of crisis services, which has inflated the number of service hours associated with crisis-only services. Inconsistencies in reporting crisis services will be addressed in the FY2004 report.

| Crisis Only Utilization Rates by Age for Medicaid Population | | | | | | | | | |
|--|------------------|-------|------|--------------------|--------|------|------------------------|---------|-------------|
| Access Crisis Acce | ss XVI.D. | | | | | | | Calc. S | AS 11/30/04 |
| RSN | Youth (0-17 yrs) | | | Adults (18-59 yrs) | | | Older Adults (60+ yrs) | | |
| KON | Served | Hours | Rate | Served | Hours | Rate | Served | Hours | Rate |
| Northeast | 5 | 22 | 4.4 | 22 | 48 | 2.2 | 2 | 9 | 4.7 |
| Grays Harbor | 20 | 23 | 1.2 | 66 | 78 | 1.2 | 10 | 17 | 1.7 |
| Timberlands | 16 | 18 | 1.1 | 66 | 79 | 1.2 | 8 | 12 | 1.5 |
| Southwest | 46 | 40 | 0.9 | 86 | 73 | 0.8 | 13 | 15 | 1.2 |
| Chelan / Douglas | 21 | 27 | 1.3 | 51 | 63 | 1.2 | 8 | 10 | 1.2 |
| North Central | 15 | 12 | 0.8 | 22 | 19 | 0.9 | 3 | 5 | 1.6 |
| Thurston / Mason | 16 | 17 | 1.1 | 185 | 254 | 1.4 | 4 | 6 | 1.4 |
| Clark | 62 | 130 | 2.1 | 133 | 779 | 5.9 | 15 | 57 | 3.8 |
| Peninsula | 53 | 85 | 1.6 | 121 | 533 | 4.4 | 16 | 22 | 1.4 |
| Spokane | 64 | 117 | 1.8 | 173 | 286 | 1.7 | 7 | 11 | 1.6 |
| Greater Columbia | 92 | 135 | 1.5 | 226 | 348 | 1.5 | 38 | 65 | 1.7 |
| Pierce | 223 | 359 | 1.6 | 798 | 6,922 | 8.7 | 61 | 713 | 11.7 |
| North Sound | 53 | 90 | 1.7 | 155 | 198 | 1.3 | 28 | 65 | 2.3 |
| King | 19 | 39 | 2.1 | 588 | 26,541 | 45.1 | 75 | 317 | 4.2 |
| Statewide | 702 | 1,116 | 1.6 | 2,668 | 36,220 | 13.6 | 286 | 1,323 | 4.6 |



OUTPATIENT QUALITY XVII. A. Outpatient Clients who Received Services 7 & 30 Days Post Discharge

A. Operational Definition: Percentage of clients who received non-crisis outpatient services within 7 and 30 days after being discharged from the state hospital, community hospital, or evaluation and treatment center.

Rationale for Use: Providing continuity of care is a major value held by the Mental Health Division. Providing clients with timely access to outpatient services following hospitalization is essential for establishing and maintaining clients in the community without repeat hospitalizations.

Operational Measures: The number of clients who were discharged from a State Hospital, Community Hospital, or Evaluation and Treatment center in the Fiscal Year and who received non-crisis outpatient services within 7 and 30 days divided by the number of clients discharged from state or community hospital and E&Ts in the fiscal year.

Formulas:

Number of people who were discharged from State or Community Hospitals, or Evaluation and Treatment Centers and who were seen in non-crisis outpatient services

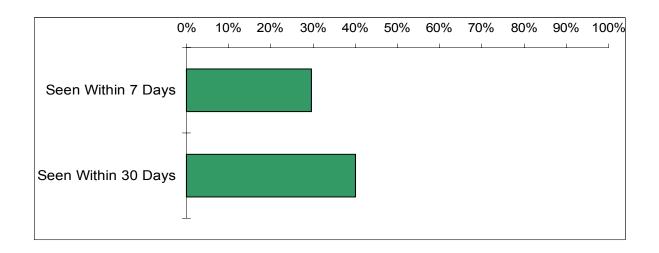
in a Fiscal Year {7 days following discharge; 30 days following discharge}

Number of people discharged from State or Community Hospitals, and Evaluation and Treatment Centers in the Fiscal Year

Discussion: All people discharged from State or Community Hospitals, and Evaluation and Treatment Centers are not eligible or appropriate for outpatient mental health services. Some people upon discharge go into the VA system, prisons/jails, nursing homes or move outside the state.

- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- ▶ If a person has less than 7 days between a hospital discharge and admission this is considered one episode. For the purposes of this indicator, a person is only considered discharged at the end of the episode.
- ▶ To be included in the numerator the person had to be discharged (as defined above) in the Fiscal Year, but the outpatient services can occur beyond the Fiscal Year (i.e. a person was discharged on 6/2001, but didn't receive outpatient services until 7/2001 this person would be included in the numerator).
- To be included in the denominator the person had to be discharged (as defined above) from one of the hospital settings within the Fiscal Year.

| Outpatient Clients who Received Services 7 & 30 Days Post Discharge | | | |
|---|--------|--------------|------------------|
| Outpatient Quality XVII.A. | | | Calc. SAS 4/2004 |
| Outpatient Status | | FY03 | |
| Outpatient Status | # Seen | # Discharged | % Seen |
| Seen Within 7 Days | 1,676 | 5,647 | 29.7% |
| Seen Within 30 Days | 2,265 | 5,647 | 40.1% |



CRISIS QUALITY XVIII. A. Crisis Only Clients who Received Services 7 & 30 Days Post Discharge

A. Operational Definition: Percentage of clients who received crisis only services within 7 and 30 days after being discharged from the state hospital, community hospital, or evaluation and treatment center.

Rationale for Use: Providing continuity of care is a major value held by the Mental Health Division. Providing clients with timely access to outpatient services following hospitalization is essential for establishing and maintaining clients in the community without repeat hospitalizations.

Operational Measures: The number of clients who were discharged from a State Hospital, Community Hospital, or Evaluation and Treatment center in the Fiscal Year and who received crisis only services within 7 and 30 days divided by the number of clients discharged from state or community hospital and E&Ts in the fiscal year.

Formulas:

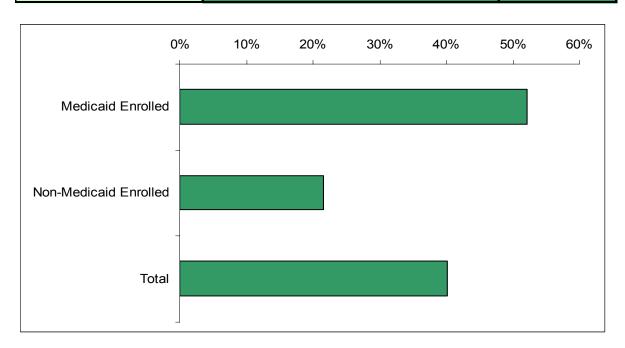
Number of people who were discharged from State or Community Hospitals, or Evaluation and Treatment Centers and who were seen in crisis only services in a Fiscal Year {7 days following discharge; 30 days following discharge}

Number of people discharged from State or Community Hospitals, and Evaluation and Treatment Centers in the Fiscal Year

Discussion: All people discharged from State or Community Hospitals, and Evaluation and Treatment Centers are not eligible or appropriate for outpatient mental health services. Some people upon discharge go into the VA system, prisons/jails, nursing homes or move outside the state.

- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- ▶ If a person has less than 7 days between a hospital discharge and admission this is considered one episode. For the purposes of this indicator, a person is only considered discharged at the end of the episode.
- To be included in the numerator the person had to be discharged (as defined above) in the Fiscal Year, but the outpatient services can occur beyond the Fiscal Year (i.e. a person who was discharged on 6/2001, but didn't receive outpatient services until 7/2001 –would be included in the numerator).
- To be included in the denominator the person had to be discharged (as defined above) from one of the hospital settings within the Fiscal Year.

| Crisis Only Clients who Medicaid Status | Received Servic | e 30 Days Post Discl | harge by |
|--|-----------------|----------------------|-----------------|
| Crisis Quality XVIII.A. | | | Calc.SAS 4/2004 |
| Medicaid Status | | FY03 | |
| Wedicaid Status | # Seen | # Discharged | % Seen |
| Medicaid Enrolled | 1,789 | 3,436 | 52.1% |
| Non-Medicaid Enrolled | 476 | 2,211 | 21.5% |
| Total | 2,265 | 5,647 | 40.1% |



OUTPATIENT OUTCOME XIX. A. Outpatient Employment Change Over Time

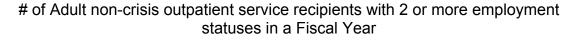
A. Operational Definition: Percentage of adult non-crisis outpatient service recipients

(18 – 64 Years) whose employment status changed during the fiscal year.

Rationale for Use: Employment and productive activity is an important component of role functioning for adults. This measure is influenced by multiple factors, many beyond the scope of the mental health system. Monitoring this indicator for populations with mental illness, however, is critical. Many people with serious mental illness want to obtain and maintain competitive employment. Job skills, training, job coaching, and supported employment have been found to be successful in helping individuals reach their employment goals, and promoting recovery.

Operational Measures: The percentage of adult (18 –64 years) non-crisis outpatient service recipients who had two or more employment status' in a fiscal year in each employment change category.

Formula:

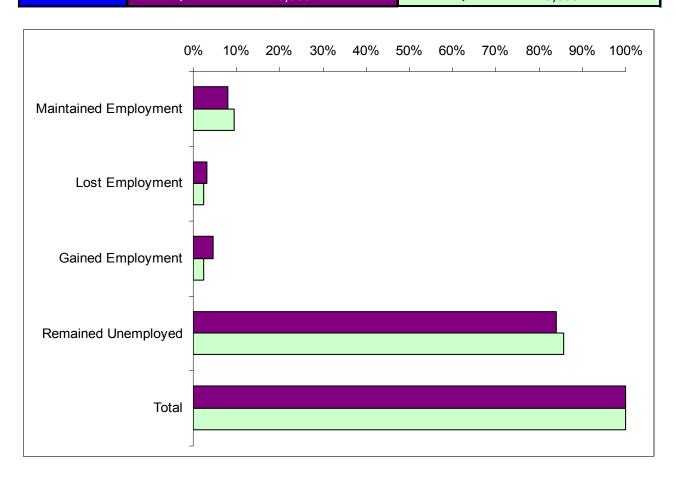


Number of adult long term non-crisis, outpatient service recipients in the Fiscal Year

Discussion: For this indicator only looking at clients who had been in services 3 or more years, and who had at least 2 employment statuses, are included.

- The National Association of State Mental Health Program Directors (NASMHPD) reports this indicator for adults from 18-64 years of age, because this is the standard employment age and the recommendation.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- Age is calculated as of January 1st for each Fiscal Year.
- Prior to January 2002, employment was defined using the Employment data element in the January 2000 Data Dictionary. Employment status was reported every 90 days or as part of the monthly case status. For Fiscal Year 2000 and Fiscal Year 2001, a person was considered employed if they were reported in the category paid employment (1) at any point in time in the Fiscal Year. For Fiscal Year 2002, a person was considered employed if they were reported in the following categories: (1) employment full-time, (3) employment part time, (4) supported employment, and (5) employment sheltered workshops
- The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in <u>each</u> RSN in which they received services).

| Outpatient Employment Change Over Time (18-64 yrs) | | | | | | | |
|--|---|---|------------------------------------|--|--------|------------------------------------|--|
| Outcome XIX.A. | Outcome XIX.A. Calc. 11/30/04 SAS | | | | | | |
| | | FY02 | | | FY03 | | |
| Employment | | | | | | | |
| Change | # of Long- Term Clients in Each Group | Total Number of Long-Term Clients | % of Total Long-Term Clients | # of Long-Term Clients in Each Group | | % of Total Long-Term Clients | |
| Maintained Employment | 1,931 | 23,839 | 8.1% | 2,366 | 25,006 | 9.5% | |
| Lost Employment | 757 | 23,839 | 3.2% | 620 | 25,006 | 2.5% | |
| Gained Employment | 1,115 | 23,839 | 4.7% | 593 | 25,006 | 2.4% | |
| Remained Unemployed | 20,036 | 23,839 | 84.0% | 21,427 | 25,006 | 85.7% | |
| Total | 23,839 | 23,839 | 100.0% | 25,006 | 25,006 | 100.0% | |



OUTPATIENT OUTCOME XX. A. Outpatient Change in Homeless Status - Adults

A. Operational Definition: Percentage of adult outpatient service recipients who had homeless status at any time in the Fiscal Year.

Rationale for Use: Assisting service recipients in finding and maintaining appropriate housing is a major value of the mental health system. Although homelessness is influenced by a number of factors, many of which reside outside the mental health system, it is an important negative outcome for service recipients. Homelessness can create barriers to receiving services and impact a person's safety and well being. The implications of homelessness can vary according to a person's age (e.g., children who are homeless may have their education disrupted) and addressing homelessness among different age groups requires different interventions.

Operational Measures: The number of adult (18 years or older) outpatient service recipients who had a change in homeless status at some point in the Fiscal Year by RSN divided by the total number of adult (18 years or older) outpatient service recipients in the same RSN in the Fiscal Year.

Formula:

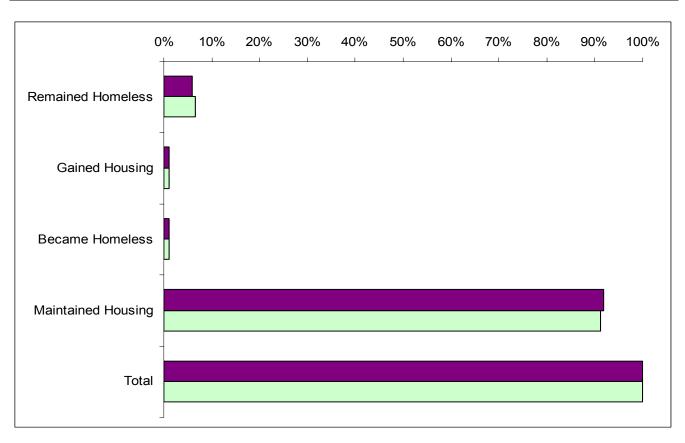
Number of adult outpatient service recipients who had a change in homeless status. at any time in the Fiscal Year by RSN

Number of adult outpatient service recipients in the Fiscal Year by RSN

Discussion: This indicator shows the percentage of adult service who had a change in homeless status at some point in the Fiscal Year.

- In Fiscal Year 2002 PATH grants existed in Clark, Greater Columbia, King, Pierce, Snohomish County, Spokane, Thurston/Mason, and Timberlands.
- Age is calculated as of January 1, for each Fiscal Year.
- Adults are defined as 18 and above.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- Prior to January 2002, homeless is defined by the Residential Arrangement Code found in the January 2000 Data Dictionary. If a person is listed with a code 330 (homeless) at any point in time during the Fiscal Year they are considered homeless for the purposes of this indicator.
- After January 1, 2002, homeless is defined by the Living Situation Element found in the January 2002 Data Dictionary. If a person is listed with a code of 70 (homeless) at any point in time during the Fiscal Year they are considered homeless for the purposes of this indicator.

| Outpatient Change in Homeless Status - Adults (18-64) | | | | | | |
|---|---|---|---|---|--|--|
| Outcome XX.A. | Outcome XX.A. Calc. 11/03/04 SAS | | | | | |
| | | FY02 | | | FY03 | |
| Homeless Status Change | # of Homeless Clients in Each Group | Total Number of Clients with Two or More Living Situations Reported | % of Total with Two or More Living Situation Statuses Reported | # of Homeless Clients in Each Group | Total Number of Clients with Two or More Living Situations Reported | % of Total with Two or More Living Situation Statuses Reported |
| Remained Homeless | 1,025 | 17,299 | 5.9% | 1,127 | 17,096 | 6.6% |
| Gained Housing | 200 | 17,299 | 1.2% | 180 | 17,096 | 1.1% |
| Became Homeless | 185 | 17,299 | 1.1% | 204 | 17,096 | 1.2% |
| Maintained Housing | 15,889 | 17,299 | 91.8% | 15,585 | 17,096 | 91.2% |
| Total | 17,299 | 17,299 | 100.0% | 17,096 | 17,096 | 100.0% |



OUTPATIENT OUTCOME XX. B. Outpatient Change Homeless Status - Children

B. Operational Definition: Percentage of children/youth (0-17 yrs) outpatient service recipients whose primary residence was listed as homeless in the Fiscal Year by RSN and Statewide.

Rationale for Use: Homelessness is an extremely negative outcome for youth with mental health problems. Finding and maintaining appropriate housing is a major goal of the mental health system. Although housing is influenced by a number of factors, many of which reside outside the mental health system, maintaining children and youth (0-17 years) and their families in homes is an important service goal.

Operational Measures: The number of children/youth (0-17 years) outpatient service recipients who had a change in homeless status at some point in time in the Fiscal Year divided by the total number of children or youth outpatient service recipients in the same Fiscal Year.

Formulas:

Number of children/youth outpatient service recipients who had a change in homeless status at any time during the Fiscal Year

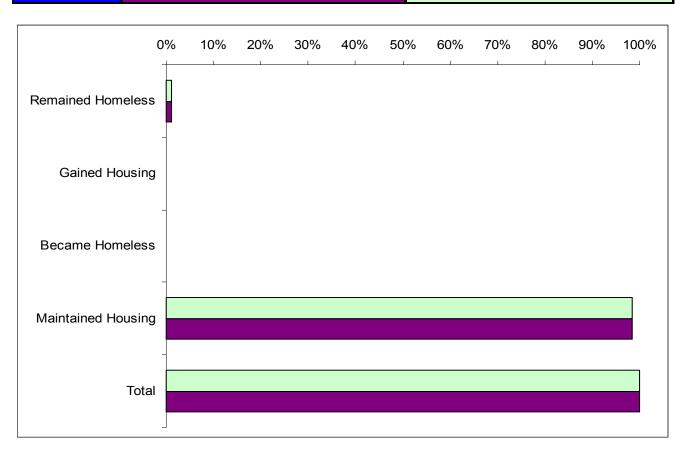
Number of children/youth outpatient service recipients in the Fiscal Year

Discussion: This indicator shows the percentage of children/youth (0-17 years) who had a change in homeless status at some point in time during the Fiscal Year by RSN and Statewide. The rates of children who are homeless are extremely low.

- Age is calculated as January 1, for each Fiscal Year.
- ▶ Children and youth are defined as less than 18 years of age.
- Crisis services are excluded in addition to crisis hotline calls, 24-hour services, and residential services (see Data Discussion pg. 13).
- Prior to January 2002, homeless was defined by the Residential Arrangement Code found in the January 2000 Data Dictionary. If a person was listed with a code 330 (homeless) at any point in time during the Fiscal Year they were considered homeless for the purposes of this indicator.
- ▶ After January 1, 2002, homeless is defined by the Living Situation Element found in the January 2002 Data Dictionary. If a person is listed with a code of 70 (homeless) at any point in time during the Fiscal Year they are considered homeless for the purposes of this indicator.

| • | The RSN count shows the number of unduplicated clients within each RSN (i.e., one person is counted in <u>each</u> RSN in which they received services). |
|---|--|
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| Outpatient Change in Homeless Status - Children (0-17 years old) | | | | | | |
|--|--|---|--|---|--|--|
| Outcome XX.B. | utcome XX.B. Calc. 11/03/04 SAS | | | | | |
| | | <u>FY02</u> | | | FY03 | |
| Homeless Status Change | # o f Homeless Clients in Each Group | Total Number of Clients with Two or More Living Situations Reported | % of Total with Two or More Living Situation Statuses Reported | # of Homeless Clients in Each Group | Total Number of Clients with Two or More Living Situations Reported | % of Total with Two or More Living Situation Statuses Reported |
| Remained Homeless | 79 | 7,266 | 1.1% | 94 | 8,039 | 1.2% |
| Gained Housing | 16 | 7,266 | 0.2% | 25 | 8,039 | 0.3% |
| Became Homeless | 15 | 7,266 | 0.2% | 13 | 8,039 | 0.2% |
| Maintained Housing | 7,156 | 7,266 | 98.5% | 7,907 | 8,039 | 98.4% |
| Total | 7,266 | 7,266 | 100.0% | 8,039 | 8,039 | 100.0% |



Appendix

Crosswalk between FY2002 PI report indicators (old indicator) and FY2003 report indicators (new indicators)

Trends in Community Outpatient Services FY 2001 - 2003

Access to Services

| New Indicator | Old Indicator | | |
|---|------------------------------|--|--|
| Label | Label | | |
| | nt Penetration & Utilization | | |
| Rates for the General Popula | ation | | |
| Access I.A. | Access I.A. | | |
| Access I.B. | Access IV.A. | | |
| Access I.C. | Access I.B. | | |
| Access I.D. | Access I.B. | | |
| Access I.E. | Access I.C. | | |
| Access I.F. | Access IV.C. | | |
| II. Community Outpatie | nt Penetration & Utilization | | |
| Rates for the Medicaid Popul | | | |
| Access II.A. | Access II.A. | | |
| Access II.B. | Access IV.A. | | |
| Access II.C. | Access II.B. | | |
| Access II.D. | Access IV.B. | | |
| III. Community Inpatient | Penetration & Utilization | | |
| Rates for the General Popula | | | |
| Access III.A. | Access III.A. | | |
| Access III.B. | Access VI.A. | | |
| Access III.C. | Access III.B. | | |
| Access III.D. | Access VI.B. | | |
| Access III.E. | Access III.C. | | |
| Access III.F. | Access VI.C. | | |
| IV. State Hospital Penetration & Utilization Rates for the General Population | | | |
| Access IV.A. | Access III.D. | | |
| Access IV.B. | Access VI.D. | | |
| Access IV.C. | Access III.E. | | |
| Access IV.D. | Access VI.E. | | |
| Access IV.E. | Access III.F. | | |
| Access IV.F. | Access VI.F. | | |
| V. Perception of Access Indicators | to Services MHSIP Survey | | |
| Access V.A | Access VII.B. | | |
| Access V.B. | Access VIII.A. | | |
| | | | |

Quality and Appropriateness of Services

VI. Client's Perception of Quality and Appropriateness MHSIP Survey Indicators

| Quality VI.A. | Quality I.A. |
|---|----------------|
| Quality VI.B. | Quality II.A. |
| Quality VI.C. | Quality III.B. |
| Quality VI.D. | Quality IV.A. |
| VII. Mental Health Care Settings and Coordination | |
| Quality VII.A. | Quality V.A. |
| Quality VII.B. | Quality VI.A. |
| Quality VII.C. | Quality VI.B. |
| Quality VII.D. | Quality VII.A. |
| Quality VII.E. | Quality VII.B. |
| Quality VII.F. | Quality VII.A. |
| Quality VII.G. | Quality IX.A. |
| Quality VII.H. | Quality X.A. |
| Quality VII.I. | Quality XI.A. |
| Quality VII.J. | Quality XI.B. |
| Quality VII.K. | Quality XI.B. |

Client Characteristics Status Indicators

| VIII. Meaningful Activity for Community Outpatient Clients | |
|--|---|
| Outcome VIII.A | Outcome I. A. |
| Outcome VIII.B. | Outcome II.A. |
| | |
| | mmunity Outpatient Clients |
| IX. Living Situation for Cor Outcome IX.A. | nmunity Outpatient Clients Outcome III.A. |
| | |
| Outcome IX.A. | Outcome III.A. |

Expenditures

| X. Community Outpatient | |
|---------------------------|---------------------|
| Expenditure X.A. | Expenditure I.A. |
| Expenditure X.B | Expenditure II.A. |
| XI. Community Inpatient | |
| Expenditure XI.A. | Expenditure I.B. |
| | |
| Expenditure XI.B. | Expenditure III.A. |
| XII. Direct Service Costs | |
| | |
| Expenditures XII.A. | Expenditures IV.A . |

Access Indicators for Crisis & Outpatient Services System-Fiscal Year 2003 Only

| XIII. Outpatient Only -Penetration & Utilization Rates for the General Population | |
|---|-------------|
| Outpatient Access XIII.A. | Access I.A. |

| Outrationt Assess VIII D | A IV A | |
|--|--------------------------------|--|
| Outpatient Access XIII.B. | Access IV.A. | |
| Outpatient Access XIII.C. | Access I.B. | |
| Outpatient Access XIII.D. | Access IV.B. | |
| XIV. Outpatient Only Penet | ration & Utilization Rates for | |
| the Medicaid Population | | |
| Outpatient Access XIV.A. | Access II.A. | |
| Outpatient Access XIV.B. | Access IV.A. | |
| Outpatient Access XIV.C. | Access II.B. | |
| Outpatient Access XIV. D. | Access IV.B. | |
| XV. Crisis Only -Penetration & Utilization Rates for the | | |
| General Population | | |
| Crisis Access XV.A | Access I.A. | |
| Crisis Access XV.B. | Access IV.A. | |
| Crisis Access XV.C. | Access I.B. | |
| Crisis Access XV.D. | Access IV.B. | |
| XVI. Crisis Only Penetration & Utilization Rates for the | | |
| Medicaid Population | | |
| Crisis Access XVI.A. | Access II.A. | |
| Crisis Access XVI.B. | Access IV.A. | |
| Crisis Access XVI.C. | Access II.B. | |
| Crisis Access XVI.D. | Access IV.B. | |
| | | |

Quality Indicators for Crisis & Outpatient Service Systems -Fiscal Year 2003 Only

| XVII. | Outpatient Quality | Quality IX.A. |
|--------|-----------------------|---------------|
| XVIII. | Crisis Quality XVIII. | Quality IX.B. |

Outcome Indicators for Outpatient Service Systems - Fiscal Year 2003 Only

| r isear rear 2005 only | | |
|------------------------------------|----------------|--|
| XIX. Change in Meaningful Activity | | |
| Outpatient Outcome XIX.A. | Outcome I.A. | |
| XX. Change in Living Situation | | |
| Outpatient Outcome XX.A. | Outcome III.A. | |
| Outpatient Outcome XX.B. | Outcome IV.B. | |